
U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

Overseas Citizens Services Records

A-15-001-01 Consular Services Policy File

Description: Consists of correspondence and reports which document the development and implementation of policies, procedures, agreements, regulations, and legislation pertaining to the provision of consular services. Excludes material regarding routine operational and administrative activities and material concerning matters for which other offices have primary responsibility.

Disposition: Permanent. Retire to the RSC when 5 years old. Transfer to the National Archives when 15 years old.

DispAuthNo: NC1-59-77-28, item 1

Date Edited: 4/1/1999

A-15-001-02 American Citizens Services (ACS) system

Description: The American Citizens Services (ACS) system is an electronic case management application designed to track, monitor, and report on services provided to U.S. citizens traveling or living abroad. ACS supports domestic consular operations and consular activities at overseas Posts.

ACS records include case level data on the following types of citizen services: arrest cases; citizenship issues; death notifications; financial assistance cases; loss of nationality cases; lost and stolen passports; property cases; citizen registrations; and welfare and whereabouts cases. Record level data includes biographic information, case information, and case activity log.

Disposition: TEMPORARY. Cut off when case closed/abandoned. Destroy 3 years after cut off or when no longer needed, whichever is later.

NOTE: ACS case records are replicated to the Consular Consolidated Database each day for long-term recordkeeping.

(Supersedes NARA Job No. NI-059-96-30, Item 1 and NARA Job No. NI-084-96-4, Item 1)

DispAuthNo: N1-059-09-40, item 1

Date Edited: 9/8/2010

U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

A-15-001-03 American Citizens Services Case Files [Consular Consolidated Database]

Description: Case files covering the following citizen services: arrest cases; citizenship issues; death notifications; financial assistance cases; loss of nationality cases; lost and stolen passports; property cases; citizen registrations; and welfare and whereabouts cases. Case level data includes: biographic information, case information, and case activity log.

Disposition: TEMPORARY. Cut off when case closed/abandoned. Destroy 20 years after cut off or when no longer needed, whichever is later.

(Supersedes NARA Job No. NCI-59-77-28, Items 2, 3,4,5,6, 8a, 9a, and 9b and NARA Job No. NCI-84-78-9, items 1,2,3,4, and 5)

DispAuthNo: N1-059-09-40, item 2

Date Edited: 9/8/2010

A-15-001-04 Office of Overseas Citizen Services - Smart Traveler Enrollment Program (STEP)

Description: The Office of Overseas Citizen Services has developed a web-based database that allows citizens to register their travel plans on-line. The database is accessible by both the OCS and all American embassies and consulates world-wide, but is kept and maintained behind Department firewalls in the Enterprise Server Operations Center (ESOC) by IRM. Registration allows Americans to record information about their upcoming trips abroad so that the Department of State can provide information and assistance in case of emergency. Americans residing abroad may also receive routine information from the U.S. embassy or consulate for which they are registered. All information requested is covered under the Privacy Act System of Records State 05, Overseas Services Records.

The database system to this point has kept all information received from registrants and has yet to archive information. While this database is independent, information collected and maintained within it is also transferred via electronic interface to the American Citizen's Service plus (ACS+) database, which includes American citizen data outside of travel information. This data is used not only for security purposes in the case of an emergency, but can also be used for statistical purposes, and to track consular services to American citizens overseas. The Internet-Based Travel Registration System (IBRS) is the predecessor system to STEP. The IBRS system was implemented in June 2004.

Disposition: TEMPORARY: See sub sections 01a - c for specific dispositions.

DispAuthNo: N1-059-06-9

Date Edited: 7/18/2007

U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

A-15-001-04a	Office of Overseas Citizen Services - Smart Traveler Enrollment Program (STEP)
Description:	<p>a. Hardcopy and Electronic Source Records</p> <p>Original paper records and records on independent databases by posts for travel registration. If necessary for reasons of disability or inability to use the online site, a hard copy of the registration form can be filled out by a traveler and entered by authorized consular staff into the IBRS database.</p>
Disposition:	TEMPORARY: Hold hard copies in file areas temporarily until transfer to IBRS is completed, after which the paper copies will be destroyed. Destroy/delete electronic data after verification of input into the system.
DispAuthNo:	N1-059-06-9, item 1
Date Edited: 7/18/2007	
A-15-001-04b	Office of Overseas Citizen Services - Smart Traveler Enrollment Program (STEP)
Description:	<p>b. Electronic Content Records</p> <p>The Internet Based Registration System data base consists of two electronic data files that are retained on-line for access by users and/or OCS personnel. The data files are as follows: Individual Registration Files contain electronic personal information about Americans taking short trips (six months or less), longer trips or residing overseas including their home address, contact information, passport information, emergency contact information, and travel itinerary. Organizational Representative Files contain electronic information about the agent or organization who serves as point of contact making arrangements for other travelers (e.g., universities, churches, travel agencies, etc.). These electronic records are kept open and active until trip's reported end date.</p>
Disposition:	TEMPORARY: Cutoff after end of trip or last log on. Maintain individual registration and organizational representative data in active file for 12 months. Send e-mail to registrant advising of no trip or other activity for 12 months. Automatically delete data if no response to e-mail in three months. Automatically delete data for registrants with no e-mail address 15 months after notification. Indefinite term registrations of overseas residents are removed by post when no longer needed for reference.
DispAuthNo:	N1-059-06-9, item 2
Date Edited: 7/18/2007	

U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

A-15-001-04c	Office of Overseas Citizen Services - Smart Traveler Enrollment Program (STEP)
Description:	c. Management and Operations Records Documentation. File consists of all final formal deliverables placed into the Consular Systems Division Project Repository. This documentation includes the SRS, SDS, User's Guide, Help Documentation, Programmer's Maintenance Manual, and final reports (regardless of medium) relating to a master file or data base that has been authorized by GRS or a NARA-approved disposition schedule.
Disposition:	TEMPORARY: Destroy or delete when superseded or obsolete, or upon authorized deletion of the related master file or data base, or upon the destruction of the last output of the system if the output is needed to protect legal rights, whichever is latest.
DispAuthNo:	GRS 20, item 11a Date Edited: 7/18/2007
A-15-001-05-06	Reserved for future use.
Description:	
Disposition:	
DispAuthNo:	Reserved. Date Edited: 9/10/2010
A-15-001-07a	Property Claims Case Files - Consists of correspondence regarding the protection of property and other interests owned by U.S. nationals abroad, and claims of U.S. nationals against foreign governments.
Description:	a. Private trade complaints.
Disposition:	Destroy when 6 months old.
DispAuthNo:	NC1-59-77-28, item 7a Date Edited: 4/1/1999
A-15-001-07b	Property Claims Case Files - Consists of correspondence regarding the protection of property and other interests owned by U.S. nationals abroad, and claims of U.S. nationals against foreign governments.
Description:	b. Inquiries regarding the procedures for instituting claims and obtaining documents from abroad as claims evidence. Includes referrals of claims and inquiries to other Government agencies as appropriate.
Disposition:	Destroy when 1 year old.
DispAuthNo:	NC1-59-77-28, item 7b Date Edited: 4/1/1999

U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

A-15-001-07c	Property Claims Case Files - Consists of correspondence regarding the protection of property and other interests owned by U.S. nationals abroad, and claims of U.S. nationals against foreign governments.
Description:	c. Claims actions involving foreign government restitution or compensation.
Disposition:	Destroy 3 years after case is closed.
DispAuthNo:	NC1-59-77-28, item 7c Date Edited: 4/1/1999
A-15-001-08	Death Case Files - Consists of communications pertaining to the notification of interested parties in the United States of the deaths abroad of non-official U.S. nationals.
Description:	Report of Death of an American Citizen (Form DS-2060).
Disposition:	Permanent. Retire to RSC 3 years after the case is closed. Transfer to WNRC after 2 years. Transfer to NARA when 30 years old.
DispAuthNo:	NC1-59-77-28, item 8b Date Edited: 4/1/1999
A-15-001-09	Estate Case Files
Description:	Inventory of Effects and Final Statement of Account.
Disposition:	Permanent. Retire to RSC 3 years after the case is closed. Transfer to WNRC after 2 years. Transfer to NARA when 30 years old.
DispAuthNo:	NC1-59-77-28, item 9c Date Edited: 4/1/1999
A-15-001-10a	Judicial Services Case Files
Description:	a. Inquiries. Requests for information regarding foreign laws.
Disposition:	Destroy when 1 year old.
DispAuthNo:	NC1-59-77-28, item 10a Date Edited: 4/1/1999
A-15-001-10b	Judicial Services Case Files
Description:	b. Notaries Services. Communications with posts regarding the performance of notaries services and accounting for related fees. Included are reports on notaries services performed, instructions relative to notaries services, and requests of individuals for notaries and related services abroad.
Disposition:	Destroy when 3 years old.
DispAuthNo:	NC1-59-77-28, item 10b Date Edited: 4/1/1999

U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

A-15-001-10c	Judicial Services Case Files
Description:	c. Legal Assistance. Correspondence concerning fees for taking and notarizing papers to attorneys and courts, requests for names of persons to serve papers, requests to secure papers for court cases, requests for advice on divorce proceedings, requests for assistance in serving papers, and requests for various other types of assistance in connection with private and governmental legal proceedings, both in the United States and abroad.
Disposition:	Destroy 3 years after the case is closed.
DispAuthNo:	NC1-59-77-28, item 10c
Date Edited:	4/1/1999
A-15-001-11	Lists of Attorneys
Description:	Lists of local attorneys who are available to provide legal assistance to American citizens abroad.
Disposition:	Destroy after submission of new list.
DispAuthNo:	NC1-59-77-28, item 11
Date Edited:	4/1/1999
A-15-001-12a	Requests for Government Benefits and Miscellaneous Facilitative Services
Description:	a. Communications between the Department and posts with agencies of U.S. Federal, state, and local governments, excluding the Veterans Administration and the Social Security Administration, concerning assistance provided to U.S. nationals resident abroad who are applying for or receiving benefits and services from the U.S. Government; and communications with foreign embassies in the United States who request benefits from U.S. Government agencies on behalf of claimants who request their assistance.
Disposition:	Destroy when 1 year old.
DispAuthNo:	NC1-59-77-28, item 13a
Date Edited:	4/1/1999
A-15-001-12b	Requests for Government Benefits and Miscellaneous Facilitative Services
Description:	b. Communications with U.S. Government agencies regarding old requests for facilitative services, including distribution of forms, procurement of samples of foreign products and foreign government publications, forwarding checks to and from Americans, obtaining addresses of pensioners and firms, and transmitting messages to their personnel overseas.
Disposition:	Destroy when 6 months.
DispAuthNo:	NC1-59-77-28, item 13b
Date Edited:	4/1/1999

U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

A-15-001-13	Veterans Case Files
Description:	Consists of records relating to the handling of the affairs of U.S. veterans resident abroad by consular officers on behalf of the Veterans Administration.
Disposition:	Destroy 3 years after the case is closed.
DispAuthNo:	NC1-59-77-28, item 14
	Date Edited: 4/1/1999
A-15-001-14	Social Security Administration Case Files
Description:	Consists of records relating to the assistance provided by consular officers to U.S. nationals and aliens abroad who are the recipients of Social Security payments.
Disposition:	Destroy 3 years after the case is closed.
DispAuthNo:	NC1-59-77-28, item 15
	Date Edited: 4/1/1999
A-15-001-15	Selective Service Case Files
Description:	Consists of records relating to the registration of American citizens abroad under the Universal Military Training and Service Act, when it is in effect.
Disposition:	Destroy 3 years after the case is closed.
DispAuthNo:	NC1-59-77-28, item 16
	Date Edited: 4/1/1999
A-15-001-16	Correspondence Regarding Documentation Under U.S. Customs Laws
Description:	Consists of requests for regulations and forms; information on the proper use and certification of commercial invoices for various merchandise and information on customs duties and charges; notices of quarantine restrictions on products.
Disposition:	Destroy when 1 year old.
DispAuthNo:	NC1-59-77-28, item 17
	Date Edited: 4/1/1999

U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

A-15-001-17 Shipping and Seamen Case Files

Description: Consists of communications and reports concerning the protection of American vessels and seamen abroad, including records on: the withholding of ship's papers, failure to deposit ship's papers, or circumstances under which ship's papers were left in possession of the post; violation of the International Load Line Convention of 1948; removal of Master of Vessel; vessel salvage cases; transfers of vessels abroad; ship disasters; cruel or unusual treatment of seamen, desertion of seamen; doubtful cases of extra wages paid to seaman; cases of serious crimes or misdemeanors committed by seamen on U.S. vessels; protests made against any assertion of jurisdiction by foreign governments over crimes or misdemeanors committed on U.S. vessels; illegal discharge of seaman from a U.S. vessel; charges for transporting seaman; and rescue of seaman or U.S. citizens.

Disposition: Destroy 3 years after the case is closed.

DispAuthNo: NC1-59-77-28, item 18

Date Edited: 4/1/1999

A-15-001-18-20 Reserved for future use.

Description:

Disposition:

DispAuthNo: Reserved.

Date Edited: 9/7/2010

U.S. Department of State Records Schedule

Chapter 15: Overseas Citizens Services Records

Office of Children's Issues

A-15-002-01 General Policy Files (Abduction and Adoption) - Arrange by subject

Description: Memorandums, correspondence, telegrams, court decisions, briefing papers, and other material relating to matters handled by the Office of Children's Affairs.

Disposition: Permanent. Cut off files when 10 years old and transfer to RSC for transfer to WNRC. Transfer to the National Archives when 25 years old.

DispAuthNo: N1-59-97-14, item 1 **Date Edited:** 4/1/1999

A-15-002-02 Child Custody/Abduction Case Files

Description: Cases reflect applications filed for the return of children abducted to countries that are party and not party to the Hague Abduction Convention. Included are requests for assistance in locating children taken by the other parent, legal proceedings, information of available courses of action, monitoring a child's welfare, information on child custody laws and procedures in the host country, and related correspondence.

Disposition: Transfer to the RSC after the case is deemed closed and no action has taken place for 1 year for transfer to the WNRC. Destroy when 15 years old.

DispAuthNo: N1-59-97-14, item 2 **Date Edited:** 4/1/1999

A-15-002-03 Adoptions Tracking Service (ATS)

Description: ATS is an electronic information system designed to track, monitor, and report on all adoption cases involving emigration from or immigration to the U.S. as mandated by the Intercountry Adoption Act of 2000 (IAA). Activities include monitoring organizations that provide inter-country adoption services, responding to adoption-related inquiries from the public and other interested stakeholders, reporting to Congressional representatives on inter-country adoptions involving U.S. citizens, producing mandatory annual reports to Congress, and communicating with all inter-country adoption stakeholders.

ATS supports the U.S. Central Authority for Inter-country Adoptions (USCA), which has inter-country adoption-related responsibilities involving U.S. citizens. The IAA designated the Department of State as U.S. Central Authority for Inter-country Adoptions under the Hague Adoption Convention. The day-to-day work of the U.S. Central Authority is the responsibility of the Bureau of Consular Affairs, Directorate of Overseas Citizens Services, Office of Children's Issues (CA/OCS/CI).

ATS records include the following types of information: unique identifier, case status and tracking information, application information, adoptive parent information, child information, Hague Convention documentation, inquiry and complaint information, and adoption agency information.

Disposition: TEMPORARY. Cut off at end of calendar year when adoption case closes. Destroy 75 years after adoption case closed.

DispAuthNo: N1-059-09-9, item 1 **Date Edited:** 2/2/2010